



PUBLIC SERVICE CENTER
MINISTRY OF GENERAL AFFAIRS



PRODUCT AND SERVICES CATALOG

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PUBLIC SERVICE CENTER
MINISTRY OF GENERAL AFFAIRS

Ministry for General Affairs Public Service Center



The Department of Public Service Center (PSC) is dedicated to continuously improve services to its citizens by providing seamless access to the full range of government services and products through the use of modern technology and other innovated means.

This booklet provides detail information about the products and services provided at the PSC.

Ministry for General Affairs Public Service Center



Customer Care & Customer Information Desk (CC&CI):

The Customer Care and Customer Information (CC&CI) representatives are the initial point of contact and it is their duty to answer enquiries and provide information regarding all available services at the PSC. Our CC&CI are the direct link between the departments and the customers looking for a particular service from one or more of the departments.

The following services provided at the CC&CI are:

- General information about government services and products
- Certificate of Conduct applications (Police Records)
- Hurricane Passes application
- Motor vehicle Tax (License plates pick-up services)
- Chamber of Commerce-GET COCI Pick-Up/Drop Off Services
- New services coming soon!

Empowering our customers through technology

Because your time matters to us!



Queue Information		
Job placement	0 min	C200 Counter C12
Registration	0 min	B620 Counter B6
Tax	0 min	
Social services	0 min	C403 Counter C15
Gravel	1 min	
Collection	0 min	C402 Counter C15
Civil reg. Front Office	0 min	
Civil reg. Back Office	0 min	C401 Counter C15

Welcome to the Public Service Center-Simpson Bay

Q-MATIC
Valuing Time

At the Public Service Center, we empower our customers with new technology that is designed to decrease waiting time and improve customer service. Q-MATIC allows our customers to choose between services, check-in for appointments, or simply to take a ticket to be queued. **Because your time matters to us!**

Available services at PSC Simpson Bay
**Ministry of General Affairs: Civil Registry
 (Front Office)**

Process	Requirements	Duration	Price
Driver's License Application	<ol style="list-style-type: none"> 1) Dutch passport or valid St. Maarten's ID Card or 2) Valid foreign passport and original residence permit 3) Medical Declaration form 4) 1 Dutch passport photo 5) 10.00 ANG stamp available at Receivers office 	10 days	ANG 200.00
Duplicate Driver's License Application	<ol style="list-style-type: none"> 1) Dutch passport or valid St. Maarten's ID Card 2) Valid foreign passport and original residence permit 3) 1 Dutch passport Photo 4) Police report of driving license when lost or stolen 5) If damaged bring along damaged driver's license 	10 days	ANG 300.00



Civil Registry (Front Office) operating hours are on Wednesdays from 8:30 am to 12:00 noon

Front Office services continues.....

Process	Requirements	Duration	Price
Legalization Stamps	1) Valid Identification 2) Document	Immediately	25.00 ANG
Updates/ Changes in address	1) Lease Agreement 2) G.E.B.E bill 3) Change of address letter signed by landlord.	Immediately	N/A
Apostille Stamps	1) Valid Identification 2) Legalized document	1 week	25.00 ANG
Certificates of Births Marriages Deaths	Valid Identification	3 days	25.00 ANG
ID Application	1) Dutch passport 2) Dutch passport size photo 3) Original residence permit and foreign passport	10 days	ANG 45.00 ANG 70.00 (in the event applicant is unable to provide actual relevant ID)
Registration Forms	Valid Identification	Immediately	ANG 17.50

Opening hours for the Civil Registry (Front Office) on Wednesdays are from 8:30 a.m.12:00 noon

Available services at PSC Simpson Bay
**Ministry of General Affairs: Civil Registry
 (Back Office)**

Process	Requirements	Duration	Price
First Registration	1) Valid Passport 2) Birth Certificate with legalization (Apostille stamp/stamp Ministry of Foreign Affairs & Dutch Embassy) 3) Original Residence Permit 4) Application form filled out	2 weeks	N/A
Registering of Birth Certificates	1) Valid passport /valid St. Maarten's ID Card 2) Birth Certificates with legalization	2 weeks	N/A
Registering of Marriage Certificates	1) Valid passport/ valid St. Maarten's ID Card 2) Marriage Certificate with legalization	2 weeks	N/A
Registering of Death certificates	1) Valid passport / valid St. Maarten's ID Card Death certificate with legalization	2 weeks	N/A

**Opening hours for the Civil Registry (Back Office)
 on Wednesdays are from 8:30 a.m.12:00 noon**

Ministry of Finance: Tax Administration

Process	Requirements	Duration	Price
Payment of Taxes	Tax Forms	Immediately	N/A
Purchasing of Stamps	1) Valid Identification	Immediately	N/A
Issuing of number plates	1) Valid vehicle Insurance 1) Valid Vehicle Inspection 2) Paid receipt 3) Bill of Sale	2 days	N/A
Registering of new business	1) Valid Identification 2) Deed of Incorporation 1) Registration of Chamber of Commerce 2) Completely filled out questionnaire	7 days	N/A
Distributing of Tax Forms	Valid Identification	3 days	N/A
Acceptance of protest letters	Letter	Immediately	N/A
Update/ Change of address	Proof of new address	Immediately	N/A
Income Declaration	Valid Identification	3 days	N/A

Tax Administration continued...

Process	Requirements	Duration	Price
Payment Schedule	<ol style="list-style-type: none"> 1) Valid Identification 2) Decree 3) Crib number 	Immediately	N/A
Date for tax refunds	<ol style="list-style-type: none"> 1) Valid Identification 2) Crib number 	Immediately	N/A
Balance Payments	<ol style="list-style-type: none"> 1) Valid identification 2) Crib number 	Immediately	N/A
Acceptance of Protest letters	Letter	Immediately	N/A
Receiving of Tax Forms	<ol style="list-style-type: none"> 1) Income Tax 2) Profit Tax 3) Car rental Tax 4) Room tax 5) Turn Over tax 6) AVBZ 	Immediately	N/A
Assistance with Income Tax forms	<ol style="list-style-type: none"> 1) Valid Identification 2) Tax forms 3) Crib number 	Immediately	N/A
Request for wage tax reduction	<ol style="list-style-type: none"> 1) Last 2 pay slips 2) Estimated amount of reduction 	2 weeks	N/A



Hurricane Passes (seasonal)

Process	Requirements	Duration	Price
For new and returning applicants	<ol style="list-style-type: none"> 1) Copy business license fee paid (or receipt) for the application year (for businesses); 2) Proof of 2015 registration at the Chamber of Commerce (for vital organizations); 3) Copy valid Sint Maarten's ID of applicant; 4) Nafl. 50,- in stamps per application (to be obtained at the Receiver's Office or the Public Service Center), this is a non-refundable handling fee; 5) One (1) passport picture for new applicants. 	2 weeks	ANG 50.00

Vehicle Registration plates (seasonal)

Process	Requirements	Duration	Price
Pick-up	<ol style="list-style-type: none"> 1) Original receipt or proof of payment (no copies will be accepted) 	2 days following purchase of number plates	N/A

Certificate of Conduct

Process	Requirements	Duration	Price
The application is initiated via a web portal. Applicant can complete the form by securing all information (i.e. including same from future employer).	<ol style="list-style-type: none">1) Photo ID (Valid St. Maarten's ID /Passport)2) Completed application3) Payment Receipt4) Contact PSC for an appointment to submit form and required documents	2 weeks	ANG 62.50

Important notice to our valued customers



Our elderly and customers with physical disabilities are equally important to us! Thank you for your patience and understanding during times when we are required to extend certain courtesies or preferential assistance to them.

Meet the staff



Visit or contact us today!! Our knowledgeable and professional staff are always ready to assist you.

E-mail: psc-simpsonbay@sintmaartengov.org
For more information please visit our website
www.sintmaartengov.org



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